

# ELIGIBILITY SERVICES BY THE NUMBERS...

November 14, 2013, YYYY (Report Month October 2013)

## PARTICIPANTS

- **CalFresh:** 273,677 recipients, up 6.21% from last year.
  - 140,511 child recipients, up 2.25% from last year.
  - 14,896 senior recipients, up 18.73% from last year.
- **CalWORKs:** 74,268 recipients, down -3.24% from last year.
  - Welfare-to-Work: 11,805 participants, up 9.12% from last year
- **LIHP/CMS:** 40,563 LIHP recipients, up 34.7% from last year.  
 2,092 CMS recipients, up 10.22% from last year.
- **General Relief:** 1,335 recipients, up 7.4% from last year.
- **Medi-Cal:** 433,161 recipients, up 21.78% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	126,882	273,677	2.21%	6.21%
CalWORKs	29,444	74,268	1.20%	-3.24%
CMS	2,092	2,092	2.10%	10.22%
General Relief	1,334	1,335	1.91%	7.40%
LIHP	40,563	40,563	0.97%	34.70%
Medi-Cal	229,219	433,161	1.81%	21.78%
<b>TOTAL</b>	<b>429,534</b>	<b>825,096</b>	<b>1.85%</b>	<b>14.06%</b>

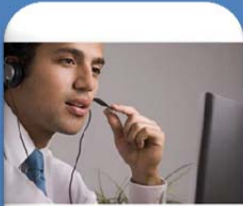
## PROCESSING

Applications		
Program	Oct-2013	YTD
CalFresh	13,268	114,735
CalWORKs	3,991	37,842
CMS	377	11,175
General Relief	385	3,833
LIHP	5,132	42,650
Medi-Cal	20,225	180,975
<b>Total</b>	<b>43,378</b>	<b>391,210</b>

Recertifications		
Program	Oct-2013	YTD
CalFresh	9,205	68,785
CalWORKs	1,943	21,299
CMS	534	3,773
General Relief	45	467
LIHP	3,851	32,870
Medi-Cal	11,928	124,037
<b>Total</b>	<b>27,506</b>	<b>251,231</b>

Periodic Reports		
Program	Oct-2013	YTD
CalFresh	5,067	162,027
CalWORKs	1,651	44,250
General Relief	1,297	12,571
Medi-Cal	4,008	38,259
<b>Total</b>	<b>12,023</b>	<b>257,107</b>

Documents Imaged	
Oct-2013	YTD
587,663	5,579,601



## ACCESS CUSTOMER SERVICE CENTER

Month	Oct-2012	Oct-2013	Change
Total Calls	87,094	91,261	4,167
Answered	57,894	58,327	433
Self-Service	11,450	15,574	4,124
Transferred Out	3,428	1,617	-1,811
Abandoned	14,322	15,743	1,421
Average Wait Time	17:02	17:53	-0:51